Introduction to Neptune My360

How to Use Your Consumer Portal

This guide will show you how to:

- 💧 Understand your consumer portal dashboard
- 💧 Set up high water usage alerts
- 💧 Set up out-of-town alerts
- 💧 Manage your Neptune My360 account

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How to Use Your Consumer Portal

When you first log on to My360 you will be brought to your Dashboard.
Your consumer water portal Dashboard is broken down into three main sections:

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Here's what is included on the Information Cards on your Dashboard:

30-day average daily usage
(this is useful as a benchmark for
your average water consumption)

Account number

Account address

Alerts
(this shows you which alerts
you have enabled currently)

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The Usage History section on your Dashboard allows you to view your water usage for the past 30 days, which lets you to detect trends in your water usage

The 30-day average daily usage is displayed on the graph as the blue dotted line

Toggle this button if you prefer to view your water usage in a line graph

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The Alerts section on your Dashboard provides a view of all of your alerts from the past 30 days in a table

Type of alert

Date & time the alert was activated

Details of the alert

Alert	Date/Time	Message
Usage Threshold	09/04/2023 6:00 PM	Meter (Home) 700847980 : Exceeded the daily threshold of 10000 Gallons with usage of 15350 Gallons.
Usage Threshold	09/04/2023 12:00 AM	Exceeded the daily threshold of 200 Gallons with usage of 385 Gallons.
Usage Threshold	09/03/2023 3:00 PM	Meter (Home) 700847980 : Exceeded the daily threshold of 10000 Gallons with usage of 10080 Gallons.

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To drill down into the Usage information, you can click on the usage button on the left column, or the "More Details" button in the Usage section of your Dashboard

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This screen allows you to analyze consumption in more detail, beyond 30 days

The consumption analysis is divided into three areas:

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Usage - Information cards

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Usage – Consumption Analysis

You can filter by day, week, month, or year with these tabs

The calendar icon lets you pick a specific time frame you are interested in analyzing

You can also use the sliding bar at the bottom of the graph to select the timeframe you want to view

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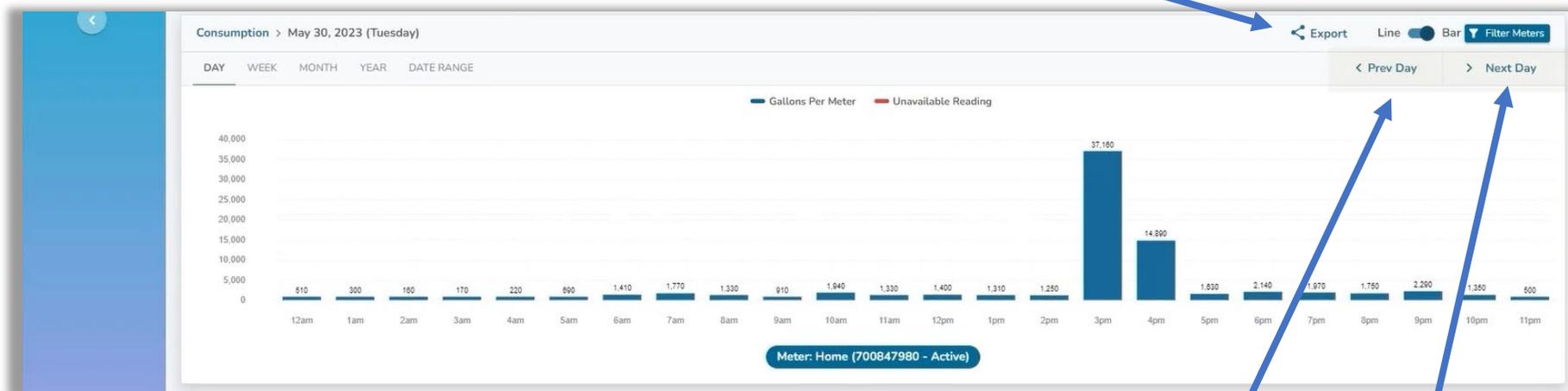
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Usage – Consumption Analysis

You can drill down into hourly data by clicking on any of the days withing the selected time frame

Export your water consumption data to Excel or PDF using the "Export" button

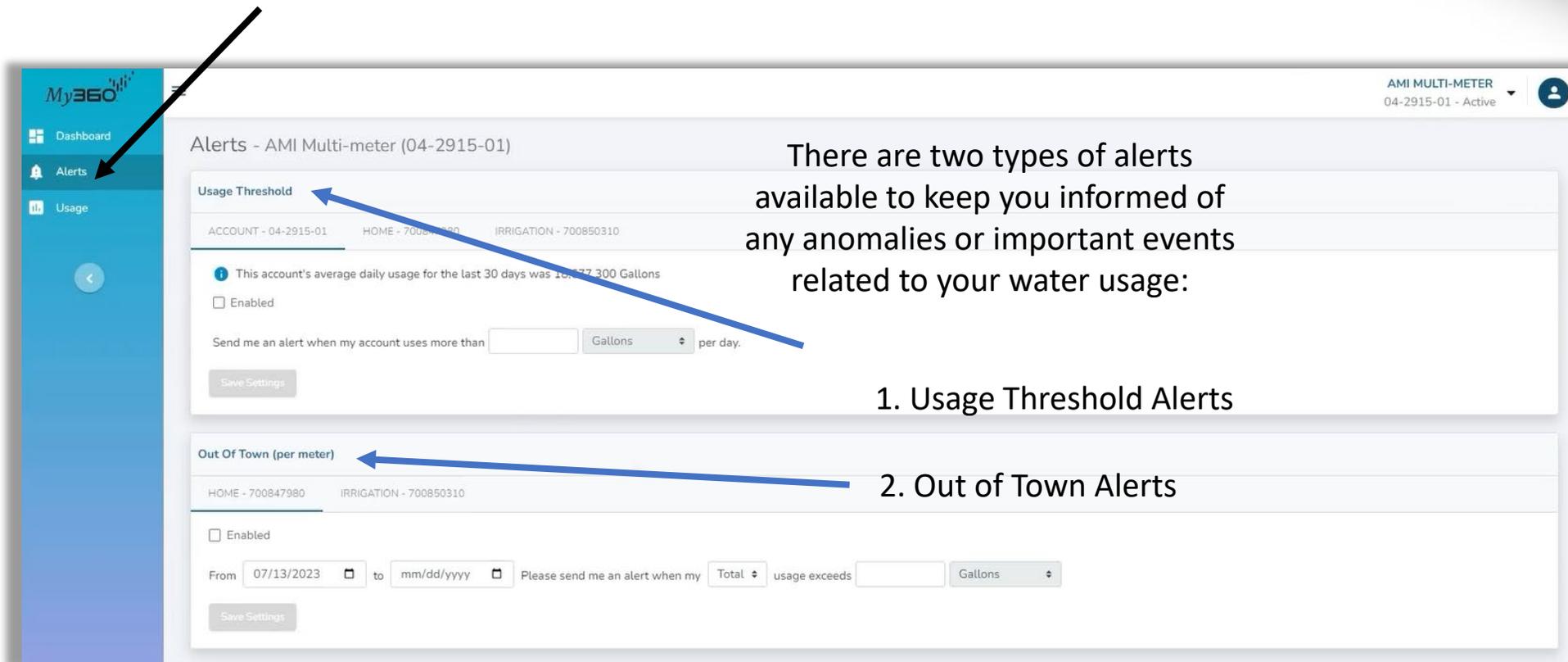Quickly move across days with the "Prev Day" and "Next Day" buttons

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How to Set Up Alerts

Click the "Alerts" button on the side bar

There are two types of alerts available to keep you informed of any anomalies or important events related to your water usage:

1. Usage Threshold Alerts

2. Out of Town Alerts

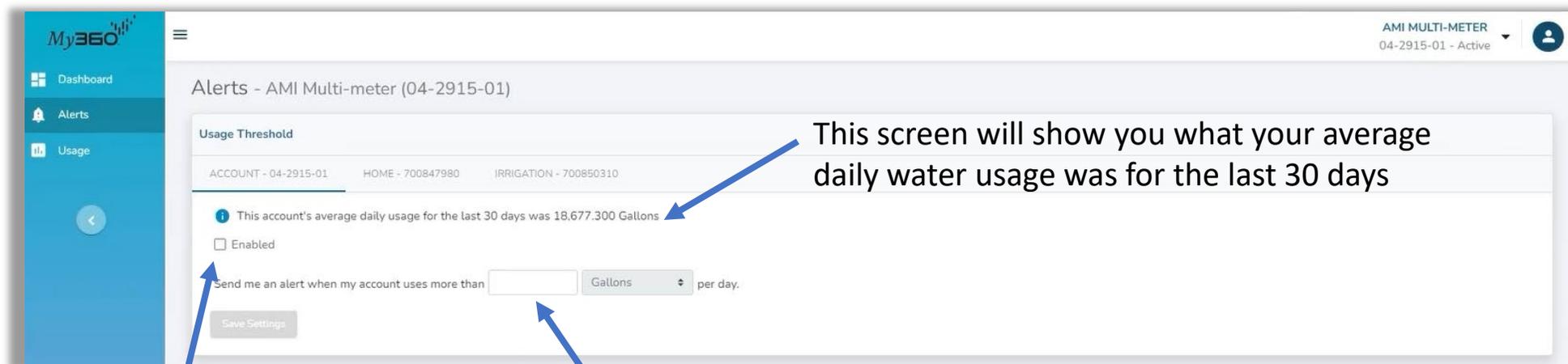You will receive all alerts you have enable via email

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Pawtucket
WATER SUPPLY BOARD

How to Set Up Alerts

1. Usage Threshold Alert

This alert allows you to set a water "budget" to help eliminate high bill surprises

This screen will show you what your average daily water usage was for the last 30 days

Click "Enabled" to turn this alert on or off

It is suggested that you add 10-20 cubic feet above your 30-day average usage amount for your alert threshold

This will help prevent alerts for water usage within your normal amount, but send alerts as soon as there is significantly more water usage than normal per day

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2. Out of Town Alert

This alert allows you to monitor unexpected water usage and provides peace of mind when you plan to be out of town

You can set this alert for either "Total" or "Daily" water usage

Click "Enabled" to turn this alert on or off

You can either set a start and end date for this alerts, or leave the end date blank – the alert will stay on until you unclick the "Enabled" button

It is not advisable to set the alert number at zero, since you may have items in your house that use a small amount of water normally (ice maker, dehumidifier, etc)

It is best to set this number low, like 1 cubic foot, to avoid false positive alerts
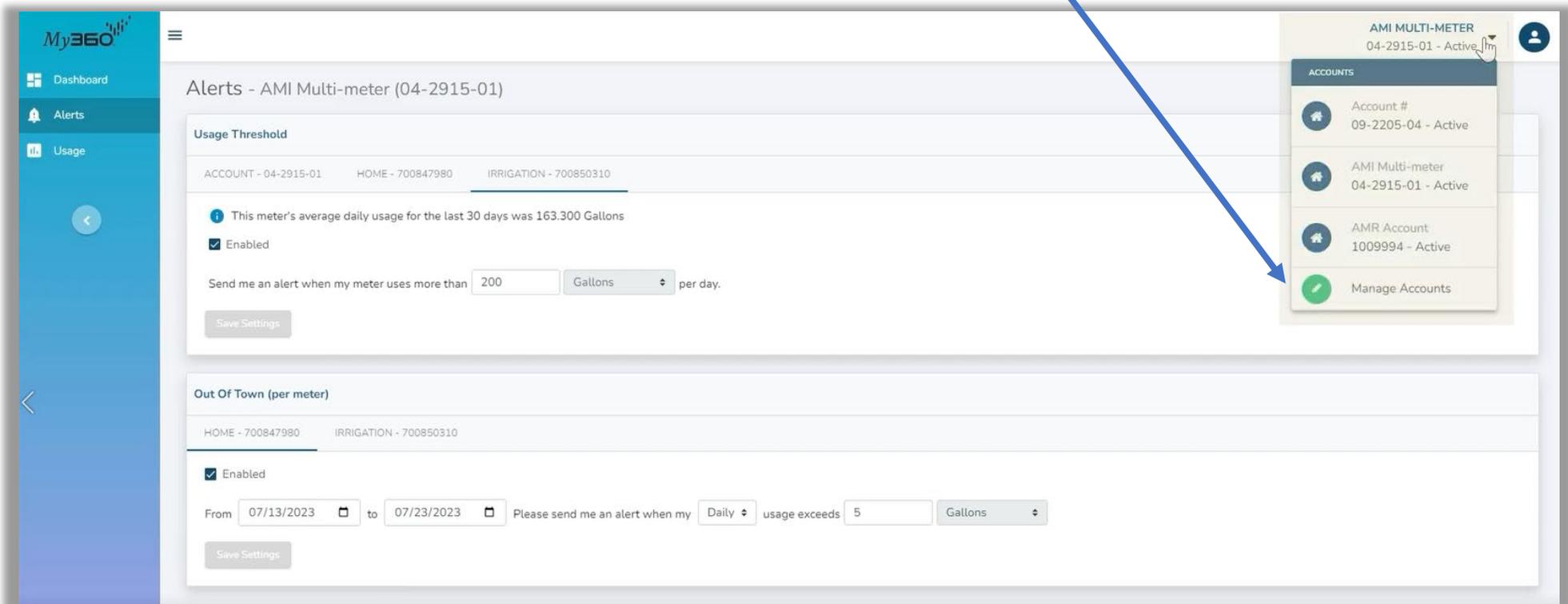
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How to Manage Your Account

To access your account, click on the drop-down menu on the top right of the screen and click on "Manage Accounts"

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How to Manage Your Account

From this screen you can:

Add an account (this is helpful if you own multiple properties)

Edit an account (add an account or meter nickname, change default account)

Delete an account

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How to Use Your Consumer Portal

And that's it! You are now set up with your consumer water portal!

You now have access to your water consumption data anytime, anywhere, from any device

If you have further questions, please reach out to our customer service department at 401-729-5002, or visit